

Guidelines to Install & Configure Picky Assist Broadcaster Android App - Beta Version

Picky Assist Android App is the core application which do automation of your whatsapp and allows your servers to communicate with your phone through API's or Picky Assist Console. So please make sure you have read the below instructions carefully and configured the app correctly.

Getting Started

If you are an existing customer then please uninstall the existing version of Picky Assist and install the latest beta version from this link

<http://pickyassist.com/support/picky-assist-app-version-releases/>

and login to <https://pickyassist.com/app> to get your license key, **Settings -> Channels -> Click Whatsapp Icon -> Popup Get License Key**

If you are new customer please visit <https://pickyassist.com/app> and create a free account then create a project to get app license key, API token and Webhooks.

Install the Picky Assist Broadcaster App in your Android Phone , download the beta version from this link install the latest beta version from this link

<http://pickyassist.com/support/picky-assist-app-version-releases/>

If you would like to use broadcast API then please login through <https://pickyassist.com/app> Select project from right side drop down then Go to **Settings -> API Tokens** and generate API Token.

To capture all incoming messages in your server please configure Webhooks through <https://pickyassist.com/app> Select project from right side drop down then Go to **Settings -> Webhooks** and configure your webhook URL.

Video Tutorial : <https://youtu.be/qghLbjWolno>

Disable Google Play Protect

In the updated Google Play Store , Google scans all apps even installed from outside google play for security threats, we have observed in few devices picky assist app may not able to install again after uninstalling , if you face this problem then please follow the below steps

https://www.youtube.com/watch?v=tr_jMAe7K3Y

<https://android-fix.com/tips-and-tricks/48-how-to-disable-google-play-protect.html>

Phone & OS Recommendation

Operating System Version : Picky assist is fine tuned for [Android 5.0 to 6.0](#) Versions however we support all OS above Android 5.0.

Phone : Support almost all phones, in certain chinese manufacturers we have observed accessibility access gets deactivated automatically which prevents sending messages sometimes , recommended hardware specs is 1 GB RAM , 500 MB Free Storage. Thoroughly tested with Samsung, Lenovo & Asus Phones.

Connectivity & Charging Recommendation

Connectivity : We highly recommend to connect through stable Wifi always and keep Cellular Data as backup. 4G/3G is recommended for best performance.

Charging : Charger should be connected to phone , dont allow battery goes below 40%, Use auto cut off charger or phone to avoid damage to battery/phone. In case battery or phone dont support auto cut off when fully charged we recommend to unplug the charger for few hours and when phone battery drop by 50% plugin again.

Low Brightness : Keep the phone brightness as low as possible , when you are sending message your screen will turn on for few seconds. **Dont lock the phone.**

Working with Emulators or Virtual Android Devices

If you are an advanced developer and having experience in virtual devices and android emulators then you can run picky assist app without a physical android device, a list of popular emulators can found in this link <https://fossbytes.com/best-android-emulators-pc/> in emulator we have observed sometimes notifications are not working properly.

App Permissions

The app required following permission to work smoothly , please ensure all permission are given to the app.

Notification Access

Please give system notification access to the app when prompted, if any other app having notification access then please revoke the same.

Accessibility Access

Please give Accessibility access to the app when prompted , if any other app having accessibility access then please revoke the same.

Whatsapp Notification Access

Make sure Whatsapp notification is turned on , Go to Phone Settings -> Apps (Application Manager) -> Select WhatsApp Notifications -> Enable 'Show Notifications' or 'Allow Peeking'

Change Phone Settings

You need to ensure your phone is configured to the below configuration

Disable Screen Lock

You need to disable the screen lock or phone lock the phone / screen lock should be "None",
automation will not work if screen / phone is locked.

Language should be English

Your phone and whatsapp language should be English, **certain features may not work properly if language is set different than English.**

Disable Battery Saver / Optimizer / Doze Mode

You must disable battery optimization or saver if enabled , if your phone feature allows to whitelist app to never restrict battery or background data usage then please whitelist Picky Assist App. Uninstall all 3rd party app related to battery optimization or saver , please whitelist Picky Assist app.

Starting from Android 6.0 , Android introduces two power-saving features that extend battery life for users by managing how apps behave when a device is not connected to a power source. Doze reduces battery consumption by deferring background CPU and network activity for apps when the device is unused for long periods of time. App Standby defers background network activity for apps with which the user has not recently interacted.

You need to manually disable the Doze mode if your Android version is above 6.0 the option will be in the [Settings -> Battery -> Battery Optimization -> Select Picky Assist App and Disable Optimization](#)

<https://www.greenbot.com/article/2993199/android/how-to-turn-off-doze-mode-for-specific-apps-in-android-marshmallow.html>

<http://www.tomsguide.com/faq/id-3026187/disable-doze-android-marshmallow.html>

<https://www.youtube.com/watch?v=DfQmwzeT4e0>

<https://www.youtube.com/watch?v=Huyj4Iy31I4>

Remove App Optimizer/Saver Anti Virus Apps

Uninstall battery/memory optimizing/antivirus/security apps like CleanMaster, CoolerMaster, NetGuard, memory saver, Security etc. on the phone. These apps may cause preventing Picky Assist to automate.

Remove Unwanted Application

We highly recommend to keep only Whatsapp & Picky Assist application in the phone to get the best performance.

Remove Dual or Clone Whatsapp

Please remove all dual or cloned whatsapp application including whatsapp business, currently we support only whatsapp personal and we will be rolling out whatsapp business in our next release.

Basic Troubleshooting

Based on our beta testers feedback we have created the below troubleshooting methods for various situations

Problem	Solution
When i trigger the API call i see no action in the phone / whatsapp	<p>Check whether the screen / phone is not locked</p> <p>Check whether notification access is given to the Picky Assist App</p> <p>Check whether internet connection is active in your phone.</p> <p>If all the above 3 points are checked and still not working then please "Reset the App" Open Picky Assist App -> Click Reset the App in the dashboard.</p>

	<p>If the above step dont solve the issue then please uninstall and install the app once again.</p> <p>If none of the above steps does not work then please try to install the app in another mobile device and send an email to support@pickassist.com</p>
While sending text message it open the whatsapp and pre-fill the text against the correct contact but not sending to the contacts	Check whether Accessibility service is on for Picky Assist App
While sending media it open the whatsapp and stuck with a popup Share with <number> and not processing the messages	Check whether Accessibility service is on for Picky Assist App
When i trigger the API the phone showing 2 whatsapp apps and prompt me to select one and get stuck	Please uninstall all whatsapp other than whatsapp personal
If i pass an invalid whatsapp contact the whatsapp get stuck for a while	This is mainly because whatsapp looking for the contact, till we get a response from the whatsapp we could not process next message, so avoid invalid whatsapp contacts for smooth messaging
In some situations i observed while sending messages the picky assist app get crashed	<p>If you can replicate the issue would be great for us to troubleshoot, so please explain us at what situation the app getting crashed.</p> <p>Please send the details to support@pickyassist.com</p>
I observed few of the messages are not getting send (missing)	<p>This could be a phone specific issue , please report the issue to support@pickyassist.com</p> <p>An App Reset may temporarily fix this issue but please report the issue to us to get it fixed.</p>
Media sending option not working in sometimes but text messages are correctly sending.	This could be phone specific issue, please report this issue to support@pickyassist.com
Why i am getting authentication failed	You are passing wrong API Token.

<p>response in the API</p>	<p>IP Address is not whitelisted.</p> <p>API access is not enabled in your account.</p> <p>You project dont have a valid subscription to Unlimited Plan (\$35 per month)</p> <p>Your project is currently disabled or not active.</p>
<p>Is it necessary to keep the phone screen always on and keep the charged connected ?</p>	<p>No need to keep the screen on always, but you should not lock the phone/ screen.</p> <p>It's not mandatory to keep the charger connected always but need to ensure the phone battery dont goes below 40% for optimal performance.</p>

LIVE Troubleshooting

If none of the above methods dont solves your issues then we offer a LIVE Troubleshooting window for paid customers using Vysor & Teamviewer

Please install and configure <https://www.vysor.io/download/> with your phone and computer , watch below videos to learn how to configure the Vysor with your Mobile Device.

https://www.youtube.com/watch?v=SE4gSyDI3_Q

<https://www.youtube.com/watch?v=YRhQyzu9HNc>

https://www.youtube.com/watch?v=S_jYO4kWiMw

Once the Vysor is configured correctly then install latest version of Teamviewer in your computer <https://www.teamviewer.com/en/download>

Now schedule a LIVE troubleshooting window by sending an email to support@pickyassist.com , please include your teamviewer username and password and make sure you are able to mirror your android phone with your computer screen using Vysor or any other similar softwares.

Please report all bugs to support@pickyassist.com along with the necessary details to reproduce the same at our end, in case if the app is not working

smoothly in particular mobile phone or Android version then please include your phone manufacturer details and android version.